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Water has no substitute...Conserve it!

News Release

For Immediate Release: July 26, 2020

Residents advised to stay connected and informed of water service advisories from DOW

LIHUE – The Department of Water (DOW) continues to closely monitor the national weather service reports for Hurricane Douglas and advises residents to sign-up for the County of Kauai's mass notification service via BlackBoard Connect CTY at www.kauai.gov/KEMA, in order to receive important water service announcements and emergency weather service notifications as they occur. Additionally, residents should also be prepared by storing enough water to meet your needs during a possible water service outage.

As part of the community's essential services, DOW also monitors the water quality and potential impacts of water services and may issue water service advisories when necessary. DOW will continue to issue service advisories to the public through its communication tools; which include immediate updates via its Facebook page at www.facebook.com/KauaiDOW, public service announcements on the radio and via BlackBoard Connect CTY. Furthermore, the latest news releases from DOW are also posted on www.kauai.gov/press-releases.

DOW began its emergency preparations as early as last week Tuesday; in accordance to its emergency preparedness plans, which included securing water facilities, prefilling water trailers and other field and interoffice preparations. DOW also conducted routine maintenance to water systems around the island and at its Lihue base yard. In the event that Hurricane Douglas impacts water services, DOW crews will continue to respond to service outages as long as it remains safe to do so.

To receive water service announcements; via text, email or phone, please sign-up for BlackBoard Connect CTY; the County of Kauai's mass notification service by visiting www.kauai.gov/KEMA. Residents are also urged to stay tuned to local news reports and prepare accordingly.

Additionally, residents should also be aware and understand the following water service advisories that could be issued before, during and after the storm:

Water Conservation Request

A water conservation request is typically issued to help prevent water storage tanks from draining; causing a water system outage. During a water conservation request, customers are advised to limit water use to essential needs only; such as: drinking, cooking and sanitation needs only. In addition, customers should also turn-off plumbing fixtures that automatically draw water (irrigation, ice machines, etc.) for the duration of the conservation notice.

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Do Not Drink (DND) Advisory

A DND advisory is typically issued if the quality of the water may be compromised. During a DND advisory, customers are advised not to consume tap water until further notice. This includes: drinking, making ice, brushing teeth, washing dishes, and preparing food. Tap water should not be consumed until the Department of Water has officially announced it is safe to do so.

To report a water service emergency during normal business hours, call the Department of Water at 245-5444 or after-hours, call Police Dispatch at 241-1711. Additional emergency resource information is also available at www.kauai.gov/KEMA.

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